



E-consultation : Frequently Asked Questions

Q: What is e-consultation?

A: E-consultation is a service whereby the referring physician requests the opinion of any other physician who is competent to give advice in that particular field. The information exchange occurs via secure email.

Q: Why e-consultation?

A: E-consultations are designed to provide a timely response to clinical problems that may not require a traditional face-to-face consultation.

Q: Why Oakville Cardiologists?

A: Since 2001, Oakville Cardiologists have aimed to provide the best possible cardiac care, offering both consultation service and a broad range of cardiac diagnostic services in conjunction with the Oakville Hospital.

All tests performed in our Oakville Cardiologists Diagnostic Centre are supervised and interpreted by the same Royal College certified cardiologists to whom you refer your patients. Our cardiologists have full access to inpatient and advanced cardiac services at the Oakville Hospital and other affiliated facilities. This allows us to respond rapidly to any significantly abnormal tests by expediting further investigations or treatment, either in the outpatient or inpatient setting as deemed necessary. This ensures high quality, prompt treatment and continuity of care.

Q: Can I use my own referral sheet to request e-consultation?

A: No. For the purpose of e-consultation service, relevant data as required by the MOHLTC must be included in the requisition form. For your convenience, we have customized an e-consult requisition form with all the required elements incorporated.

The form is available for download at www.oakvillecardiologists.com

Q: How long does it take to complete an e-consultation requisition?

A: It takes anywhere from 3-5 minutes to complete the e-consult requisition form electronically.

Q: Can I print the e-consult requisition form, fill it out and fax to Oakville Cardiologists?

A: No. It is the MOHLTC requirement that both the e-consult request and opinion be sent by secure email.

Q: I am not sure whether I have a “secure email”. Can we use our existing email accounts to send and receive?

A: All Ontario physicians have access to secure email available through ONTARIOMD.

If you would prefer to use your existing email, please contact the MOHLTC to ensure compliance with security/privacy standards.

Q: I would like to set up my secure email service from ONTARIOMD. Where do I start?

A: Please visit www.ontariomd.ca and log in with your own credentials. Your ONTARIOMD login can be set up initially using your OMA number. After logging in, under *Account Management > Manage Secure Services* section, activate your secure mail service (called ONE® MAIL).

More information is available in the *Help* section of the www.ontariomd.ca page.

Q: I have an active ONTARIOMD email account. Do I need to share my personal ONTARIOMD login information with our clinic nurse or referral desk staff?

A: As an ONTARIOMD physician user, you may create sponsored users under your account. Your designated staff will have their own unique login. More information is available in the *Help* section of the www.ontariomd.ca page.

Q: I have downloaded the requisition form in PDF and am about to start filling it out. I am not sure whether I have PDF editing software on my PC.

A: The PDF requisition form can be opened by any PDF Reader, e.g. Adobe Acrobat Reader, Foxit Reader. They are available for free download, if not previously installed.

Q: I am using an Apple Mac PC. I have difficulty completing the e-consultation PDF form.

A: We are aware of this technical limitation. Please use Windows based PCs for now. We will advise you once an enhanced version of the e-consultation PDF form becomes available.

Q: I have a complex case to report. The free text field space on PDF form seems limited.

A: The free text field space is formatted to expand as you type. Clicking on the plus sign at the lower right corner of that text field will bring up a vertical scroll bar for you to navigate through all the text field contents.

Q: I have filled out all the sections on the e-consultation requisition form. How should I save this PDF form?

A: Please save the file with a unique file name for easy identification. We recommend that the patient's name and date of request be included in the file name. e.g. "*smith, john 20130526.pdf*".

Q: Should I also attach relevant diagnostic/lab reports to the e-consultation requisition?

A: Along with the e-consult requisition form, please also send all relevant reports as email attachments.

Q: I have a patient who is new to Oakville Cardiologists. The patient has had recent cardiac work up done elsewhere. Can I obtain an e-consult opinion from you?

A: At this stage, we are introducing this enhanced service to patients currently followed by one of our cardiologists, or patients who have had testing done at Oakville Cardiologists or Oakville Hospital, where we have direct access to review the test results in detail.

We hope to be able expand this service over time. We would of course continue to accept other patients for regular consultation as usual.

Q: My patient has seen one of your cardiologists previously. Will my request be looked after by the same cardiologist?

A: Your e-consultation requisition will be reviewed by the patient's previous cardiologist as indicated on the requisition form.

If no preference is given on the requisition form, it will be reviewed by the first available cardiologist.

Q: I have sent out an e-consultation requisition. How soon do I expect to hear from you?

A: MOHLTC requires an opinion to be given within 30 days. With Oakville Cardiologists, you may expect a much faster response.

To help us achieve this, we ask you to kindly fill out all the fields and applicable boxes in Part A of the form. Incomplete forms will be returned, resulting in a delay of assessment.

The e-consult reply will be delivered to your secure email.

Q: I am reading your e-consultation reply. Somehow only part of your "suggested treatment" note on the PDF form is displayed.

A: The free text field space on PDF form is expandable. Clicking on the plus sign at the lower right corner of that text field will bring up a vertical scroll bar for you to navigate through the text field contents.

Q: What is the OHIP billing code that I can use as the referring physician?

A: K738.

Q: I have taken your e-consultation opinion into consideration in my care of the patient. How do I provide updates and get further advice.

A: You may submit additional e-consultation requisition form with the updated information. However please note that K738 is limited to a maximum of six services per patient per 12 months period.

Q: I have sent an e-consult requisition to Oakville Cardiologists. In the meantime, I would also like to get an opinion from another physician in another speciality. Can I send an e-consultation request to the other physician?

A: E-consultation requests are limited to a maximum of one service per patient per day, and six services per patient per 12 months period.

Q: What happens if my patient needs immediate cardiology attention?

A: Please continue to use your current referral process at your office to request urgent cardiology consultation.

Q: I just have a general question. Can I have a quick chat with the cardiologist?

A: We will gladly answer any questions that you may have. Please feel free to call us at (905) 849-6799.